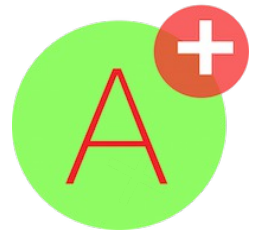


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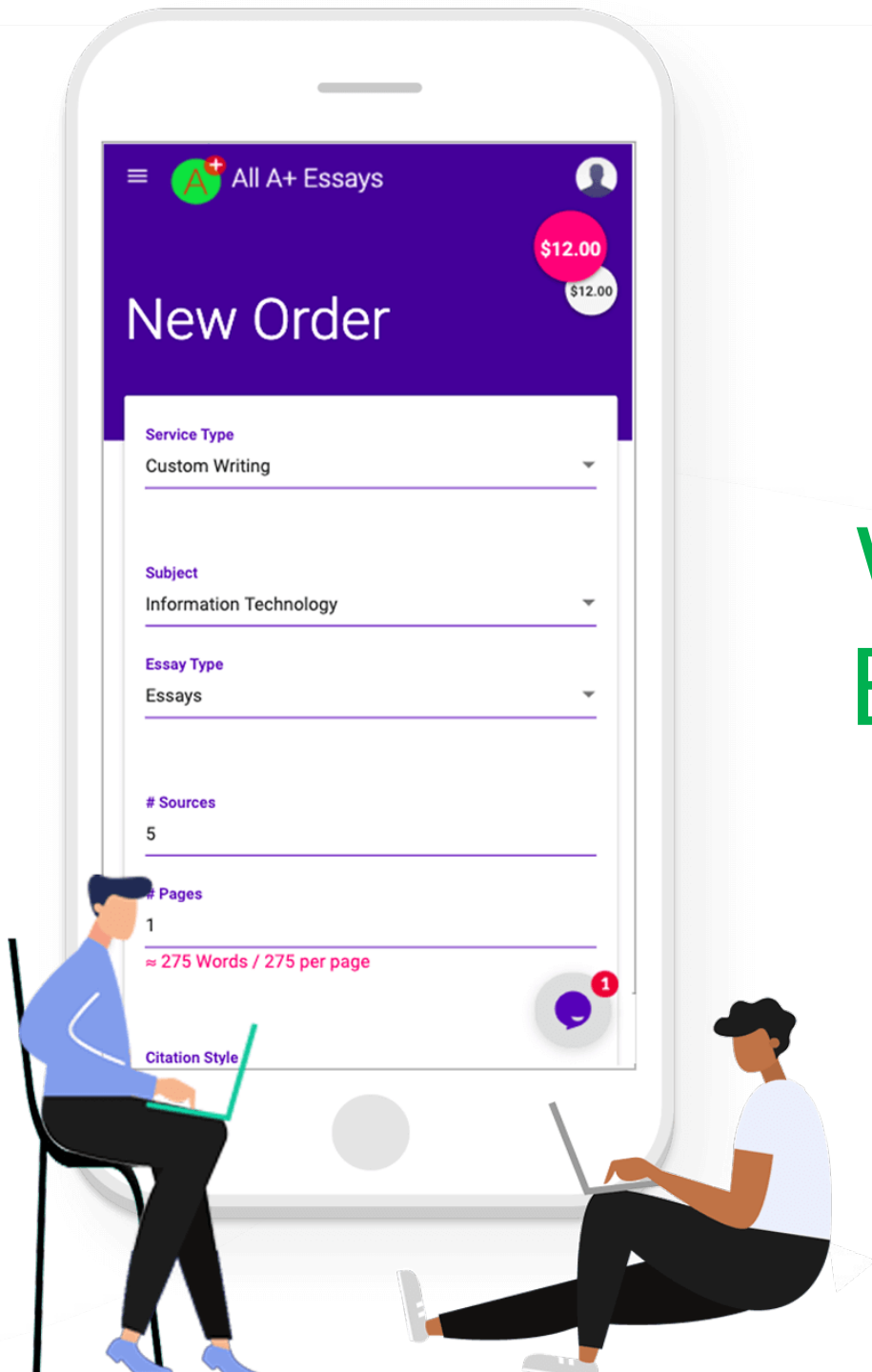


## Writing King ONLY Week 7 - Evaluate Training Programs

By: All A+ Essays

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For this assignment, analyze the following scenario for the company Specialty Global Coffee and calculate a ROI: Specialty Global Coffee plans to roll out a new initiative to enhance customer service representatives' performance in the Seattle, Montreal, and Wroclaw, Poland locations. The vice





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president of training and the vice president of customer service have decided to develop a job-aid in English, French, and Polish to distribute to each worker after a brief introduction during team meetings. There will be a cost of \$15,000 for a training representative to introduce the job-aid and





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distribute it during a total of 15 team meetings, each allotted 30 minutes for completion. The cost to design, develop, and print the job-aid will be \$25,000. The fixed cost trend for the training department is \$400 per performance intervention and training delivery hour. There will be 300 total







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workers affected, with an average annual salary and benefits package of \$50,000 each. The Vice Presidents conservatively speculate that the job-aid will increase the average customer service representative performance by 5 percent. Based on the above scenario, prepare a report that includes the





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real-world ROI evaluation. Discuss how training professionals can help organizations understand the difference between calculating ROI and calculating a program's cost savings. List any questions this assignment raised for you concerning the use of ROI in evaluation and the implications to the







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organization. Provide recommendations you would make as a member of the training team. Support your assignment with at least three scholarly resources. In addition to these specified resources, other appropriate scholarly resources, including older articles, may be included. Length: 5-7 pages, not







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including title and reference pages Your assignment should demonstrate thoughtful consideration of the ideas and concepts presented in the course by providing new thoughts and insights relating directly to this topic. Your response should reflect scholarly writing and current APA standards.





...continued...

Attachments Question Field #Management

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